

Comparisons of Job Characteristics

Focus Occupation: Receptionists and Information Clerks (43-4171)

Associated Occupation: Human Resources Assistants, Except Payroll and Timekeeping (43-4161)

[Compare Knowledge](#)

[Compare Skills](#)

[Compare Abilities](#)

[Compare Detailed Work Activities](#)

[Compare Tools and Technologies](#)

<<	Focus occupation element is much lower
<	Focus occupation element is lower
0	Focus occupation element is at a similar level
>	Focus occupation element is at a higher level
>>	Focus occupation element is at a much higher level

Knowledge

Similarity of Focus Occupation to Associated Occupation: 85

Focus Occupation: Receptionists and Information Clerks (43-4171)

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Associated Occupation's Key Knowledge Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating	Evaluation of Focus Occupation	
Customer and Personal Service	11.3	17.8	15.5	<	Expanded education and/or training may be required
Clerical	7.3	16.7	14.7	<	Expanded education and/or training may be required
Personnel and Human Resources	5.6	16.0	3.6	<<	Extensive education and/or training may be required
Administration and Management	8.4	12.2	5.1	<<	Extensive education and/or training may be required

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Skills

Similarity of Focus Occupation to Associated Occupation: 95

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Associated Occupation's Key Skills Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating	Evaluation of Focus Occupation	
Reading Comprehension	10.7	13.3	10.0	<<	Extensive development of skills in this area may be required
Active Listening	11.0	12.5	11.2	<	A higher skill level may be required
Writing	9.2	10.5	8.7	<	A higher skill level may be required
Service Orientation	7.9	9.0	11.0	>	Skill level is likely sufficient

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Abilities

Similarity of Focus Occupation to Associated Occupation: 94

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Associated Occupation's Key Abilities Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating		Evaluation of Focus Occupation
Oral Comprehension	12.5	14.1	11.9	<	Some improvement in abilities may be required
Oral Expression	12.4	14.0	12.6	<	Some improvement in abilities may be required
Written Comprehension	11.0	12.3	9.7	<	Some improvement in abilities may be required
Near Vision	11.1	11.5	9.3	<	Some improvement in abilities may be required
Written Expression	9.8	11.1	8.7	<	Some improvement in abilities may be required
Speech Clarity	10.2	10.7	10.1	0	Current ability level may be sufficient

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Activities that Both Occupations Have in Common

Similarity of Focus Occupation to Associated Occupation: 90

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Work Activities	Exclusivity of Activity
Answer questions from employees or public	95
Arrange teleconference calls	78
Communicate with customers or employees to disseminate information	89
Distribute correspondence or mail	76
Enter time sheet information	82
Examine files or documents to obtain information	92
Explain rules, policies or regulations	48
Fill out business or government forms	42
Maintain inventory of office forms	71
Maintain records, reports, or files	5
Take messages	68
Use computers to enter, access or retrieve data	3
Use oral or written communication techniques	1

Not all positions in these occupations will necessarily perform all of the listed activities. The exclusivity rating is an indication of how unique the activity is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations engage in that activity.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Tools and Technologies that Both Occupations Have in Common

Similarity of Focus
Occupation to Associated
Occupation: 81

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Tools and Technologies	Exclusivity
Business function specific software	1
Calculating machines and accessories	3
Computer data input devices	2
Computers	1
Content authoring and editing software	1
Content management software	6
Data management and query software	1
Duplicating machines	6
Finance accounting and enterprise resource planning ERP software	2
Information exchange software	1
Network applications software	1

Not all positions in these occupations will necessarily use all of the listed tools and technologies. The exclusivity rating is an indication of how unique the tool or technology is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations use that tool or technology.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.